

FUNCTIONAL AREA 11

IT Technical Document Writer (ITDW)

Incumbents in this functional area serve both internal and external clients and are responsible to create technical manuals, which may include detailed specifications, online help, web content and training materials. The technical documents will be created for systems applications, which may vary in size, platform or complexity. Incumbents will define the audience and purpose of the documents; determine the technical level, tone, and organizational need. Incumbents will also conduct interviews with users and technical experts for input; create the document and design graphics; and choose the document's delivery method.

IT TECHNICAL DOCUMENT WORKER	Assistant Information Technology Specialist	Information Technology Specialist I	Information Technology Specialist II	Information Technology Specialist III
Knowledge of:				
Documentation standards, interview techniques with respect to customer requirements and delivery options	X	X	X	X
IT technical documentation methods and procedures	X	X	X	X
Technical writing tools, methods, and delivery options	X	X	X	X
Copyright issues and laws related to technical documentation		X	X	X
Group interview facilitation techniques for IT subject matter		X	X	X
Information technology technical documentation industry standards		X	X	X
Research methods		X	X	X
Multiple documentation tools, techniques and delivery mechanisms to set documentation standards for the organization			X	X
Acquisition management policies and procedures related to information technology technical documentation tools, techniques, and delivery mechanisms				X
Systems testing and evaluation principles, methods, and tools				X
Basics of operating systems and hardware, client side support and server side support				X
Database management principles and methods				X
Current trends for information technology strategic planning related to information technology technical documentation tools, techniques, and delivery mechanisms				X
Principles of organizational development				X

and financial management and information technology change management practices related to information technology technical documentation				
Ability to:				
Determine requirements for information systems documentation changes	X	X	X	X
Assist in using technical documentation automated tools to properly catalog and monitor life cycle changes and to construct, store, retrieve, and identify documents	X	X	X	X
Assist in gathering data to identify customer requirements	X	X	X	X
Assist in interviewing users and defining purpose, standards and use of documentation to ensure the definition of purpose meets customer requirements for delivering useful content for end-users	X	X	X	X
Edit written material from users and verify accuracy	X	X	X	X
Develop and deliver well-written basic procedural or documentation material	X	X	X	X
Assist in testing, validating and verifying for usability by developing feedback/validation mechanisms	X	X	X	X
Assist in status report meetings	X	X	X	X
Respond to questions covering basic systems writing	X	X	X	X
Review and/or develop new products related to technical documentation		X	X	X
Deliver well-written complex documentation		X	X	X
Design information for on-line help facilities and exhibits		X	X	X
Design and coordinate design and construction of resource products		X	X	X
Edit information products and resources materials		X	X	X
Write modules documenting requirements, procedures, and policies		X	X	X
Work with internal and external staff of the organization to develop technical documentation		X	X	X
Ensure adherence to the organizations procedures and standards		X	X	X
Ensure optimal use of commercially available technical writing products		X	X	X
Ensure consistency of functions across platforms, systems, and projects		X	X	X
Identify and define business or technical requirements applied to the design, development, implementation, and support of systems and networks.		X	X	X

Define scope of work and project objectives, including size, format and other specifics of the proposed deliverables			X	X
Ensure major tasks and interdependencies are correctly identified			X	X
Conduct analysis and recommend resolution of complex issues affecting IT technical documentation			X	X
Evaluate and recommend adoption of new or enhanced approaches to delivering information technology services related to information technology technical documentation			X	X
Interpret information technology policies, standards, and guidelines related to information technology technical documentation			X	X
Plan layout and document design			X	X
Ensure validation is performed by subject matter experts and suitability is confirmed by the target audience			X	X
Plan and carry out difficult and complex assignments and develop new methods, approaches and procedures related to information technology technical documentation			X	X
Provide technical leadership on group technical writing projects			X	X
Develop cost estimates and budget requirements			X	X
Provide advice and guidance on a wide range and variety of complex information technology technical documentation policies, standards, and guidelines				X
Assume project lead and analyze, diagnose, design, plan, execute and evaluate work to completion tasks, timeframes, and costs for technical documentation projects that are high-impact with a wide audience				X
Coordinate the work of technical writers and assume responsibility for their activities, including prioritizing tasks for contingencies				X
Use expertise in multiple documentation tools, techniques, and delivery mechanisms to set documentation standards for the organization				X
Test quality, effectiveness and accuracy of new resource products and select design and publication tools				X

Assistant Information Technology Specialist, (Information Technology Technical Document Writer)

Incumbents apply knowledge of documentation standards, interview techniques with respect to customer requirements and delivery options and information technology technical documentation methods and procedures to assist in the development and delivery of well-written basic procedural or documentation material.

Information Technology Specialist I, (Information Technology Technical Document Writer)

Incumbents apply knowledge of technical documentation standards, and technical writing tools, methods, and delivery options to gather data to identify customer requirements and properly catalog and monitor lifecycle changes and construct, store, retrieve and identify documents. Work at this level involves being part of a team, with responsibility for discrete elements of technical documentation writing.

Information Technology Specialist II, (Information Technology Technical Document Writer)

Incumbents demonstrate proficiency of business and technical IT competencies, with a specialization in information technology technical document development. Incumbents demonstrate expertise in alternative technical documentation delivery mechanisms, tools and techniques to establish benchmarks for quality assurance standards. They also have the authority to make decisions regarding the overall design and content of technical documents. The scope of the work consists of defining the purpose, standards, and use of the documentation with the intent of delivering well-written complex documentation.

Information Technology Specialist III, (Information Technology Technical Document Writer) RANGE A

The Information Technology Specialist III Range A is the top level in this functional group. The Specialist III (Range A) is the technical expert level in this information technology field with an emphasis in advanced knowledge of multiple documentation tools, techniques, and delivery mechanisms. At this level incumbents have well-developed project management skills and are able to lead technical document design and development teams effectively. Incumbents analyze, diagnose, design, plan, execute and evaluate work to complete tasks, timeframes, and costs for high-impact, wide-audience technical documentation projects. Incumbents also select design and publication tools; set documentation standards for the organization; and coordinate the writing and editing of technical documents.